**Continuous Improvement Plan**

**Date:** 3/14.2025 **Name of Program/Unit: Technology Services**

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**Table 1. CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcomes**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measures**  Instrument(s)/process(es) used to measure results  (e.g. sign-in sheets, surveys, focus groups, etc.) | **C. Targets**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Workday Implementation  Phase 1: Rollout of HCM/ Finance/ Payroll  Phase 2: Planning and architecture of Student Module | Phase 1: Workday HCM/ Finance/ Payroll are all live by 9/1/2021  Phase 2: Planning begins no later than 9/1/2021 | Full adoption by 2023/ 2024 |
| Increase client satisfaction with Information Technology through the division-wide implementation of FreshService  Catalog, Projects, and Change Management. | Customer satisfaction surveys embedded within Fresh system.  Service metrics tracked and reported to IT Department Heads. | 80 % customer approval rating  Decrease the response time from when a ticket is opened to closed and resolved.  Increase the use of the knowledge base and automated response. Reduce the number of overdue tickets. Reduce the number of student help desk transfers by expanding student online resources. |
| Efficiencies and effectiveness improved thought integration of Project Management principles throughout the division. | 1. Training provided on PM best practices 2. Productivity dashboards implemented, allowing for cross-departmental assignments and tracking | Department processes documented and monitored with continuous improvement.  Reduced project planning time  Demonstrate clear lines of accountability |
| Increase in student satisfaction in the student mobile application | Google Play and Apple App Store Ratings and Reviews;  User Focus Testing Feedback | ≥ 4.0 / 5.0 review in the respective mobile application stores. |

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**Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. You may add short-term administrative, technological, assessment, resource or professional development goals, as needed. Choose up to 2 outcomes from Table 1 above to focus on over the next two years.**

**A. Outcome** -Result expected in this unit (from column A on Table 1 above--e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services).

**B. Measure** -Instrument(s)/process(es) used to measure results (e.g. surveys, test results, focus groups, etc.).

**C. Target** -Degree of success expected (e.g. 80% approval rating, 10-day faster request turn-around time, etc.).

**D. Action Plan** -Implementation of the action plan will begin during the next academic year. Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and unit success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make unit improvements.

**Table 2. CIP Outcomes 1 & 2**

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| 1. **Outcome #1**   Workday Implementation  Phase 1: Rollout of HCM/ Finance/ Payroll  Phase 2: Planning and architecture of Student Module | |
| 1. **Measure (Outcome #1)**   Phase 1: Workday HCM/ Finance/ Payroll are all live by 9/1/2021  Phase 2: Planning begins no later than 9/1/2021 | 1. **Target (Outcome #1)**   Phase 1: Adoption complete by target date.  Phase 2: Revised target date of adoption, September 2024. Adoption complete by revised target date. |
| 1. **Action Plan (Outcome #1)**   **Student Workday Project Plan Timeline attached.** | |
| 1. **Results Summary (Outcome #1)**   All phases of Workday have been rolled out and are operating. Workday administrative responsibilities were turned over to the business office and student services, and enrollment services. The one position of Technology Project Manager, which was hired for the roll-out of Workday, has now expanded to the Technology Projects Office with 3 full-time staff. | |
| 1. **Findings (Outcome #1)**   Expanding use of Fresh ITSM to manage Workday ticket requests. Workday job aids and training continue to be provided and updated. | |
| 1. **Implementation of Findings (Outcome #1)**   Using the structure of technology project management established with the rollout of Workday, the Technology Projects Office now manages all district-wide technology projects. Both Workday Governance committee and the Technology Advisory Committee have been established. | |

**Table 2. CIP Outcomes 1 & 2 (continued)**

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| 1. **Outcome #2** Increase client satisfaction with Information Technology through the division-wide implementation of FreshService | |
| 1. **Measure (Outcome #2)**   Customer satisfaction surveys embedded within Fresh system.  Service metrics tracked and reported to IT Department Heads. | 1. **Target (Outcome #2)**   **1.** 80 % customer approval rating  2. Decrease the response time from when a ticket is opened to closed and resolved.  3. Increase the use of the knowledge base and automated response.  4. Reduce the number of overdue tickets.  5. Reduce the number of student help desk transfers by expanding student online resources and targeted email and text communication. |
| 1. **Action Plan (Outcome #2)**   Hire Help Desk Manager by June 1, 2021. 2. Roll-out Fresh training to all IT staff 3. Introduce monthly “users group” to track and celebrate effective use. | |
| 1. **Results Summary (Outcome #2)**   Help Desk staff expanded to accommodate moving the majority of student tickets away from contracted service. An example of the cost savings: In February 2025, over 1400 student tickets were worked directly by technology staff rather than being routed through our contracted service, BlackBelt Help, resulting in a saving of more than $14,000.  There was a 39% increase in total Fresh tickets from 2021 to 2022 with a 49% improvement in Average First Response.   * 13% increase 2022 to 2023 * 49% increase 2023 to 2024   Embedded Customer Satisfaction surveys results continue to show 90%+ satisfaction rates.  BlackBelt Help (BBH) interactions continue to decrease.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **2021/ 2022** | **2022/ 2023** | **2023/ 2024** | **2024/ 2025** | | **BBH Interactions** | 54239 | 533108 | 45908 | 35000 | | **% Change** |  | -1.70% | -13.90% | -23.70% | | |
| 1. **Findings (Outcome #2)**   The Fresh Starting Line, an orientation to our ITSM, has been created and well received.  The position of District Technology Specialist has been created to serve in the capacity of assisting technology staff in leveraging and automating resources like Fresh Service.  The use of our ITSM continues to expand with groups now being created for departments like District-wide scheduling and Conference services.  The short-term issues that created spikes in the number of BBH tickets have been rectified through ongoing automation and efficiency efforts as well as bringing student support internally to Help Desk Monday – Friday 7am – 6pm.  [Tech Support Data\_CIP Year 4](https://collincollege620-my.sharepoint.com/:x:/g/personal/ablackman_collin_edu/Efu8WExXSsVLgjd7G6lIfxUBe6dxFMQW1AqqMKQgiPfhFw?e=5Kz9RR) | |
| 1. **Implementation of Findings (Outcome #2)**   There is an ongoing effort to ensure all agents are enrolled and complete Fresh service starting line. Still developing a process to cross-reference current IT staff with Fresh agent list.  Conducting a needs analysis of each Technology Services department – how many staff already using Fresh, what additional training needed.  The District Technology Specialist provides 3-4 training webinars per year and also works individually with each department.  [Freshservice ITSM Survey\_Nov 2024.pdf](https://collincollege620-my.sharepoint.com/:b:/g/personal/ablackman_collin_edu/EYne-qbk32hOrxXpKIdZe9cBxJgsfkDH5XQQdZHFFJolFA?e=gcD3bZ)  Standard Operating Procedures (SOPs) are fully developed for Help Desk, eLearning, Campus Technology, and Software Solutions. The remaining Technology Services department are all actively involved in the SOP process. In 2025 moving into cross-department SOP creation as well as implementing an annual audit of Fresh Service Requests, Knowledge Base Articles (KBAs) and SOPs.  June 1, 2025 is the goal for having all student interactions with technology in-house Monday – Friday 7am – 6pm. The last remaining interactions to be moved over are phone calls. | |